

FORM PTO-1449 (Modified)		U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00102	Serial No.: 10/632,649	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets if Necessary)				Applicants: Carl Schoeneberger et al.		
(37 CFR § 1.98(b))				Filing Date: July 31, 2003	Group Art Unit: 2663	

U.S. PATENT DOCUMENTS							
Examiner Initials	Serial / Patent Number	Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
NT	AA	6,463,148 B1	10/08/02	Brady	379	265.01	10/10/00
NT	AB	6,493,695 B1	12/10/02	Pickering et al.	706	47	09/29/99
NT	AC	6,584,191 B1	06/24/03	McPartlan et al.	379	265.02	08/27/99
NT	AD	6,665,395 B1	12/16/03	Busey et al.	379	265.09	12/11/98
NT	AE	6,697,858 B1	02/24/04	Ezerzer et al.	709	224	08/14/00
	AF	US 2001/0024997 A1	09/27/01	Sugano et al.	477	2	02/20/01
NT	AG	US 2004/0054743 A1	03/18/04	McPartlan et al.	709	206	07/31/03
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS								
		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AP							
	AQ							
	AR							
	AS							
	AT							

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)		
NT	AU	"Message Classification in the Call Center", by Stephan Busemann, Sven Schmeier, and Roman G. Arens. Published in Saarbrücken, Germany, pages 158-165.
NT	AV	"The Modernization of a Call Center", by Karen Reasoner, University of Wyoming, Client Support Services, Information Technology, Laramie WY. 82070, pages 270-273.
NT	AW	"Redefining the Call Center: Customer Service on the Internet", by D. Steul from San Francisco, Ca., pages 38-42.
	AX	
	AY	
	AZ	
	BA	

Examiner:	Date Considered: 5/5/05
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EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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U.S. PATENT DOCUMENTS

Examiner Initials	Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date	
NS	AA	6,704,412 B1	03/09/04	Harris et al.	379	269	09/24/98
	AB						
	AC						
	AD						
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